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Wesley C. Hand et al.

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2184

INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE*
TF	5 5 4 2 0 4 3	07/30/96	Cohen et al.			
TF	6 0 7 4 4 2 6	07/13/00	Baumgartner et al.			

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APR 09 2003  
GROUP 1700  
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APR 01 2003  
Technology Center 2100

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)

	Copy of International Search Report for PCT/US02/27675
TF	Hammer Technologies: "Automated Regression Testing for IVR Applications", Hammer Technology Datasheets, January 2000, XP002219654 Retrieved from Internet.
TF	Empirix Contact Center Test Group: "Hammer IT. Call Center Telephony Testing System", EMPIRIX DATASHEETS, February 2001, XP002219655, Retrieved from the Internet.
Examiner TF	Date Considered: 5/29/04

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